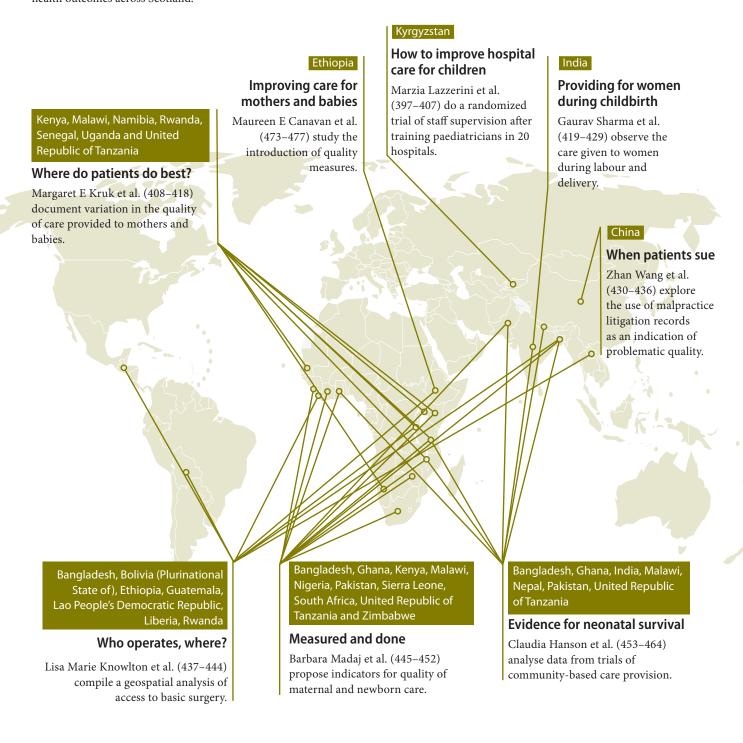
Margaret E Kruk et al. (390) introduce this special issue on why and how to measure the quality of health-care provision.

In the news section, Amy Guthrie and Fiona Fleck (393-394) report on efforts made in Mexico to improve services offered to people with diabetes. Catherine Calderwood (395-396) explains how realistic medicine is being used to question variations in health outcomes across Scotland.



Why care about quality?

Yoko Akachi & Margaret E Kruk (465-472) argue that patients' perceptions of care can be used to improve health services.

From inevitable to preventable

Peter J Pronovost et al. (478-480) present five narratives that impede progress towards safer care.